

**Metro**Los Angeles County  
Metropolitan Transportation AuthorityOne Gateway Plaza  
Los Angeles, CA 90012-2952213.922.2000  
metro.net**FINANCE, BUDGET AND AUDIT COMMITTEE  
JANUARY 15, 2014****SUBJECT: ORANGE LINE FARE ENFORCEMENT****ACTION: RECEIVE AND FILE****RECOMMENDATION**

Receive and file report for Orange Line fare enforcement.

**ISSUE**

This board report was prepared in response to Director Yaroslavsky's motion which was introduced at the Committee on November 20, 2013. The motion requested a staff report on estimated fare evasion on the Orange Line.

**DISCUSSION**

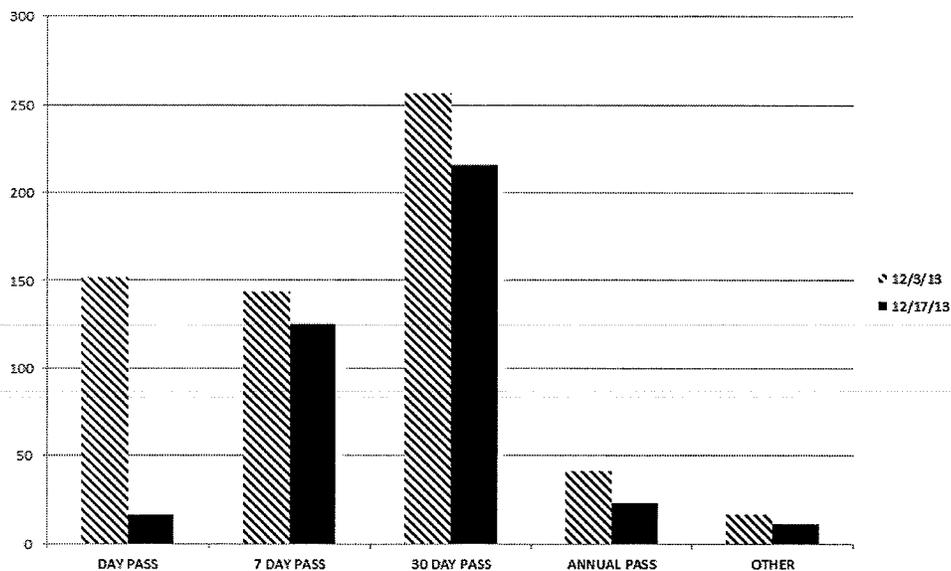
The Orange Line operates on a designated bus way and it spans across the San Fernando Valley running from North Hollywood to Chatsworth Metrolink Station. Average weekday boardings are an estimated 29,475 during a 22 hour operating day. The bus system operates similar to that of a light rail system and the Orange Line does not have fare boxes. Passengers are required to TAP their card with a valid fare at the Stand Alone Validators (SAV) when entering the system. Ticket vending machines are located on every platform; however, it is an open non-gated system where passengers easily board buses without validating fare. SAVs are located on every platform entrance. After passengers have activated their rolling passes, such as Day Pass, 7-day, 30-day or annual fare media, misuse occurs when an activated card is not tapped at a SAV.

In an effort to provide an estimated fare evasion rate on the Orange Line, LASD conducted two 100% 11 hour fare check operations on deboardings. The operations were conducted, Tuesday, December 3, 2013 and Tuesday, December 17, 2013 during the hours of 5:30 – 11:00am and 2:00 - 8:00pm. The first operation focused on three stations; North Hollywood, Van Nuys and Sherman Way. The second operation focused on North Hollywood, Reseda and Canoga. North Hollywood station was a uniformed operation and the other stations were plain clothes.

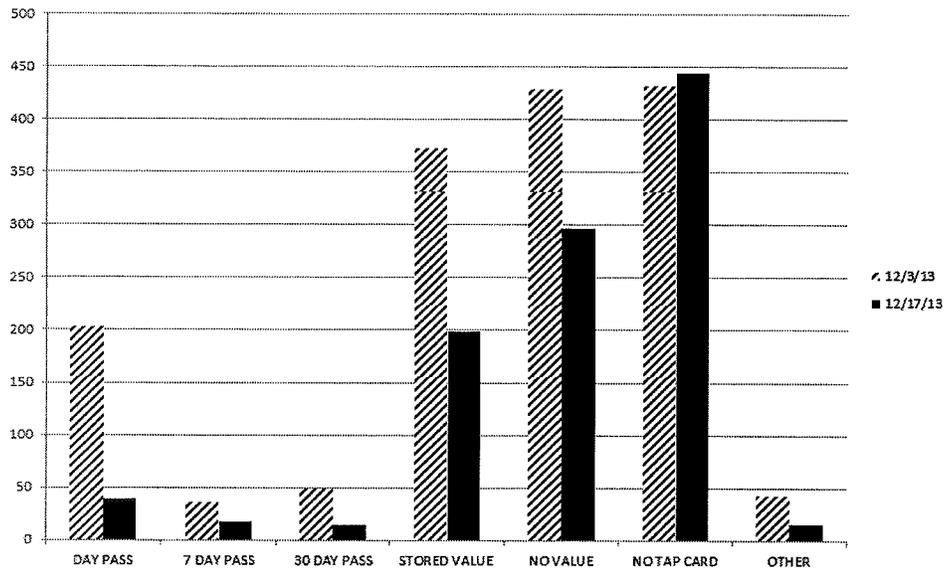
Fare checks are conducted using mobile-phone validators (MPV), which are phone devices that check TAP cards by laying the individuals card on the face of the phone reader. Currently, the MPV only records green checks. A green check is displayed when a rider has made a valid tap before boarding. All other taps that are not valid will show on the screen display as Red. On Tuesday, December 3rd, 7,128 green checks were captured during the operation. On Tuesday, December 17th, 6,557 green checks were captured. Red checks (fare evasion or misuse of an active rolling pass) were also recorded by each officer for accurate data recording purposes.

### Red Checks – Misuse of a rolling pass

Rolling fare media tap cards that have been activated but not tapped during the fare operation.



### Red Checks – Fare Evasion



The fare evasion chart shows rolling passes that have not been activated along with stored value holders that did not tap, no tap card, no value at all which is clearly fare evasion.

The operation conducted on December 3rd revealed a 22% fare evasion rate and a 9% misuse rate. The operation conducted on December 17th revealed a 16% fare evasion rate and an 8% misuse rate. Since the first operation, LASD has conducted a more aggressive roving fare enforcement operation as well as fixed post fare enforcement operations.

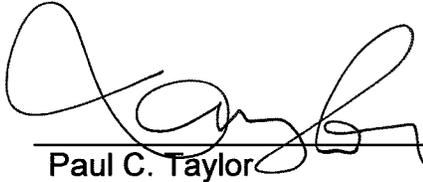
### NEXT STEPS

Alternatives are currently being reviewed in an effort to achieve fare compliance. LASD and Metro staff will come before the Board in 60 days with observations and recommendations to improve fare paying compliance on the Orange Line through signage, enforcement and study possibly gating some stations. In the meantime, LASD will continue to conduct roving and fixed post fare operations on a daily basis.

Attachments:

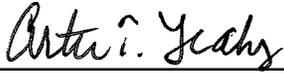
Attachment A – Orange Line Fare Enforcement Motion

Prepared by: Duane Martin DEO, Project Management



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Paul C. Taylor  
Deputy Chief Executive Officer



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Arthur T. Leahy  
Chief Executive Officer

**FINANCE AND BUDGET COMMITTEE**

**November 20, 2013**

**MOTION BY DIRECTOR YAROSLAVSKY**

**ORANGE LINE FARE ENFORCEMENT**

**Item 18**

The Orange Line is one of the most successful bus lines in our system. After the 720 along Wilshire Boulevard, it has the second highest amount of daily boardings in the entire system. Last month alone the average daily boarding was 31,780 – a 19% increase over the course of two years. As a Bus Rapid Transit Line on its own guideway, it operates like a light rail line. Passengers must TAP at the station using the stand alone validators prior to boarding the bus. Fares are never collected on the bus. As a result, fare collection has been problematic, and while fare enforcement nearly tripled in September from July and August, it is still only 1/3 of our target.

I have received numerous complaints through the years from constituents who feel that many passengers do not pay for their ride and that the location of the validators, lack of signage, fare boxes and overall design of the stations, discourages payment.

It is time we look at what can be done to increase fare collection along the Orange Line, whether it be inclusion of fare boxes on the buses, installation of more validators or perhaps some type of gating. Deployment of more Sheriffs and issuing more citations alone should not be our only option.

I, THEREFORE, MOVE that staff evaluate options for increased fare collections along the Orange Line and report back before the board in 90 days, and that all alternatives be studied including but not limited to: gating, installation of fare boxes, validators, increased signage.

I, FURTHER MOVE that staff report back to the board at the January meeting on estimated fare evasion, using current TAP data along the Orange Line and boarding data to determine what level of evasion exists.